

STATE OF TENNESSEE  
BEFORE THE COMMISSIONER OF COMMERCE AND INSURANCE  
AT NASHVILLE

IN THE MATTER OF: )

TENNESSEE COORDINATED CARE )  
NETWORK, dba ACCESS MED...PLUS )

APD. No. 12.25-015754A  
Docket No. AS-00-TCCN

A Tennessee non-profit Health )  
Maintenance Organization )  
210 Athens Way, Metro Center )  
Nashville, Tennessee 37228-1303 )  
)  
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FINAL ORDER

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THIS CAUSE came before the Honorable Fred Lawson, Commissioner of Financial Institutions, as the duly appointed substitute for the Honorable Anne Pope, Commissioner of Commerce and Insurance, appointed by the Honorable Don Sundquist, Governor of Tennessee, pursuant to the provisions of Title 4, Chapter 5, Part 3 of the Uniform Administrative Procedures Act. Tennessee Coordinated Care Network has agreed to an extension of the Administrative Supervision entered into May 10, 2000 and, by agreement of the parties, the Administrative Supervision is extended to March 1, 2002. The agreement between the parties to extend the Administrative Supervision is contained in a document entitled "Second Amended Agreed Notice of Administrative Supervision."

WHEREFORE, IT IS HEREBY ORDERED AND ADJUDGED that the aforementioned "Second Amended Agreed Notice of Administrative Supervision," attached hereto and incorporated herein by reference, shall become the Final Order of the Department of Commerce and Insurance in this cause.


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This Final Order shall become effective upon filing with the Administrative Procedures Division, Office of the Secretary of State.

DONE AND ORDERED this 19<sup>th</sup> day of June, 2001.

  
Fred Lawson, Commissioner  
Department of Financial Institutions  
Sitting as designee for Anne Pope,  
Commissioner of Commerce and Insurance

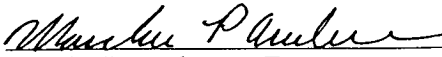
**APPROVED FOR ENTRY:**

  
Marsha P. Anderson, (BPR#13910)  
Special Counsel to Commissioner Lawson  
Department of Financial Institutions  
Office of General Counsel  
Twenty-Seventh Floor, Tennessee Tower  
312 Eighth Avenue North  
Nashville, Tennessee 34243  
(615) 532-1030

Filed in the Office of the Secretary of State, Administrative Procedures Division  
this 19 day of June, 2001.

CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing Final Order have been mailed, Certified, Return Receipt Requested, to the Respondent, Tennessee Coordinated Care Network (TCCN), 210 Athens Way, Metro Center, Nashville, Tennessee 37228-1303 and by U.S. Mail, First Class, to Harlan Dodson, Attorney for Tennessee Coordinated Care Network, Dodson, Parker, Dinkins & Behm, P.C. 400 Realtors Building 306 Gay Street, Nashville, Tennessee 37219, and to Robert E. Moore, Jr. Attorney for the TennCare Division of the Department of Commerce and Insurance, Tennessee Department of Commerce and Insurance, Office of Legal Counsel, 25th Floor, Tennessee Tower, 312 Eighth Avenue North, Nashville, Tennessee 37243, this 19 day of June, 2001.

  
Marsha P. Anderson, Esq.  
Department of Financial Institutions

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**A Tennessee non-profit Health  
Maintenance Organization  
210 Athens Way, Metro Center  
Nashville, Tennessee 37228-1303**

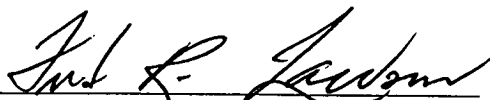
## SECOND AMENDED AGREED NOTICE OF ADMINISTRATIVE SUPERVISION

The parties agree that the Second Amended Agreed Notice of Administrative Supervision is entered into by each of them freely, with advice of counsel and with full knowledge of their rights to proceed to a hearing.

This Second Amended Agreed Notice of Administrative Supervision is entered into in a spirit of cooperation between the parties to avoid the necessity of a hearing and as a resolution of a contested matter. No admission as to any matter shall arise as to any party from consent to, or the entry of, this Notice, or the extension of the Supervision.

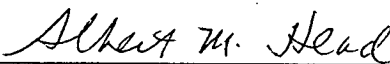
This Second Amended Agreed Notice of Administrative Supervision shall become effective immediately upon signature by all parties.


Signed, this the 19<sup>th</sup> day of June 2001.

  
\_\_\_\_\_, Commissioner

State of Tennessee  
As designated by Don Sundquist  
Governor

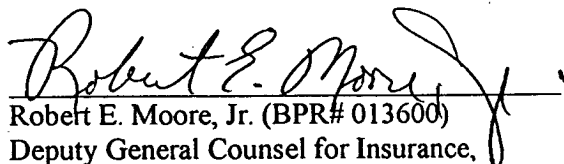
APPROVED BY:

  
\_\_\_\_\_  
Albert M. Head  
President  
Tennessee Coordinated Care Network

  
\_\_\_\_\_  
Harlan Dodson (BPR 2368)  
Dodson, Parker, Dinkins & Behm, P.C.  
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306 Gay Street  
Nashville, Tennessee 37219  
(615) 254-2291  
Attorney for Tennessee Coordinated Care Network

 6/18/61

Manny Martins  
Deputy Commissioner of TennCare  
500 James Robertson Parkway  
Sixth Floor, Davy Crockett Tower  
Nashville, Tennessee 37243-0569



Robert E. Moore, Jr. (BPR# 013600)  
Deputy General Counsel for Insurance,  
Securities, Consumer Affairs and TennCare  
312 Eighth Avenue North, Twenty-fifth Floor  
William R. Snodgrass Tennessee Tower  
Nashville, Tennessee 37243  
(615) 741-2199

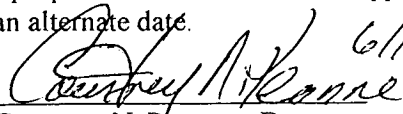
### Check Approval Process- MC 400 System

- The current check approval process for the existing system (OAO) will remain the same.

### Check Approval Process- New Synertech System

- Checks will be processed on Thursday of each week for Medical Claims (Wednesday for Dental Claims). A check register will be produced and distributed to appropriate parties. Simultaneously, a file will be produced for the state examiners with a date file of claims being processed for the current week since the last check write. Problems noted by the state examiners from their focused review will be communicated to a person designated by TCCN.
- The Supervisor has the right to void any checks for the claims processed in error (e.g., checks written to providers paid a monthly flat fee). The Supervisor will return and approved check register with the voided checks marked through. Synertech will void the checks and the associated claims in the system that have been identified by the Supervisor to be voided. The state examiners will confirm that the voided checks identified by the Supervisor were properly voided on the next week's processed claims data file.
- On a daily basis, the claims department will get audit reports listing the claims processed and the "pay" status. They will verify the accuracy of the payments and make corrections necessary.
- Weekly, claims and state examiners will receive a "suspect dup" report to identify and claims that may be paid on both systems. Any errors will be corrected in the MC400 on the subsequent check write. Also, IS will download claims paid on the QMACS and aQDEN system and run a comparison to the claims paid in the "old systems". Any duplicates will be corrected in the "old system" and claims paid through the USA network escrow.
- Accounting will ensure negative amounts are entered into the QMACS and aQDEN systems for providers that have received advances. This will prevent checks being cut for those providers until the advance is recovered. The state examiners will be provided with any negative balances to be entered into the QMACS and aQDEN systems on a weekly basis.
- If duplicate payments are made between the old and new systems, adjustments will be made in the MC400 system. If a negative balance is the result in the old system, then the negative balance will be carried forward to the provider's balance in the new system with said transfer to take place no later than \*. This process will allow the new system (Synertech) to be as clean as possible.
- TCCN should propose a date which will be approved by the Supervisor or the Supervisor will propose an alternate date.

APPROVED:

  
Courtney N. Pearre Date 6/18/01

  
Albert M. Head Date 6/15/01